**WorkforceGPS**

**Transcript of Webinar**

**CareerOneStop Tools To Help Your Customers Get Back To Work**

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GRACE MCCALL: Again, if you haven't already done so, or if you are just joining us, please introduce yourself in that welcome chat. We'll have that chat up throughout today's webinar where you can type in your questions or comments at any time.

And welcome to "CareerOneStop Tools To Help Your Customers Get Back To Work." So, without further ado, I'm going to turn things over to one of our speakers for today. Don, take it away.

DON HOUGHTON: Grace, thank you very much and everybody, welcome to the CareerOneStop webinar on really showcasing tools to help U.S. workforce professionals get your clients back into the workforce. I am one of the moderators here. My name, again, is Don Houghton. I work in the Department of Labor National Office in the Employment and Training Administration. And I'm probably doing the least amount of work during this webinar.

With me I've got three people from CareerOneStop in the state of Minnesota Got Mike Ellsworth, who's a co-moderator with me, who will be answering questions in real time in the chat. So please, if you have questions, please throw them into the chat and Mike will answer them in real time and anything that is for the good of the group, we will use those questions during our question and answer period at the end of the presentation.

We also have two presenters, Tricia Dahlman and Julie Remington, again, both with the CareerOneStop in Minnesota.

Quick note about today's webinar. The webinar itself will be approximately an hour, an hour and 10 minutes. And then we'll have 30 minutes to 20 minutes to answer questions from the chat. We do have a hard stop at 12:30. So with that, I'll turn it over to our presenters and co-moderator to let them introduce themselves. Mike, go ahead and introduce yourself.

MIKE ELLSWORTH: Thank you, Don. I'm Mike Elsworth. I'm the program director for CareerOneStop. And as mentioned, I will be answering questions in the Q&A section in real time. So, if you do have those questions, I'll try to get them answered as soon as possible. Tricia, would you like to introduce yourself?

TRICIA DAHLMAN: Yeah. Thanks, Mike. Hi, everyone. I'm Tricia Dahlman and I am one of the managers on the CareerOneStop team. I oversee outreach, marketing, and operations. I have 23 years of experience working in state government and for most of those years I have worked on state and national career information products like CareerOneStop. We are really excited to represent our team today and bring you information about our tools. And I'll pass it over to Julie to introduce herself next.

JULIE REMINGTON: Thank you. I'm Julie Remington and I'm content writer and usability analyst for CareerOneStop. I write content for all the portals. All our different websites, tools, blogs, and I also write video script. I've got a background as a career counselor and as a planner for career services at nonprofits and the AJC system in Minnesota. I also do conduct usability testing and user research to help ensure our language and our tools are as relevant and easy to use as possible. Thanks a lot for joining us today.

MS. MCCALL: Great. And let's –

MR. HOUGHTON: I was going to say, Tricia, why don't you go ahead and take it away. Thank you.

MS. DAHLMAN: OK. Thanks, Don. And thanks again to everyone for joining us today. The goal for today's webinar is to showcase 10 tools that workforce professionals can use to help people find jobs and get back to work.

To get started, we wanted to share our reasons for putting this webinar together. And as we know, the landscape continues to shift since the pandemic. In the beginning, people were out of work, some for a long time, for a variety of different reasons. In the last few months, the economy has opened considerably. Many people have returned to work, whether that's at a job location or working remotely from home.

According to the most recent data from the Department of Labor, 943,000 jobs were added nationally in July, and people are working looking for work again. And some employers are having a difficult time finding workers in some cases and offering different types of incentives. We're especially seeing this for higher and mid-level wage earners. But at the same time, job losses persist for lower wage workers. So far, they have rejoined the workforce at lower rates and many need greater support to get back to work.

We're also seeing what national employment experts describe as a great reshuffle as many people look to change their careers and seek out new opportunities that give them more flexibility, better pay, and better working conditions than their previous work provided. So, what all this means is that you're dealing with a wide range of issues, helping people get back to work.

Today, we're going to present the best tools and information from CareerOneStop to help address all these types of customer needs. We'll show you how to help your clients and customers find job openings, navigate career options, whether that's back to a previous career or moving in a new direction, and how to connect with the specialized resources they may need to get back to work.

So, our agenda for today, we're going to start with a few minutes on an overview of the CareerOneStop website. Next, we'll present the top 10 tools for CareerOneStop for reemployment. And then, as Don said, we'll leave sometime at the end to address any questions or themes from the chat that we're seeing.

One last note before we get started. We're going to look at a lot of different tools today, and we want to make sure that you can find everything easily after the presentation. That second file in the file share box is a list of links for all the tools that we're going to look at today. So, you could definitely download that so you can find the tools we look at today quickly.

So, with that, we want to actually start with a quick poll. We're going to go ahead and bring that up on the screen for you. And Julie and I are just wondering how familiar you all are with CareerOneStop. Is that something you've never heard of before? Heard of the name, but never used it? Used it sometimes, but not an expert or you use it often? That's just interesting for us to hear. I'll give you some time to answer that.

Great, it looks like we're mostly hovering around that, I've used it sometimes, but not an expert and heard of the name but not used it. So that's great. Great for us to know. OK, so why don't we move on then to that overview of a CareerOneStop for those of you who aren't familiar with it.

Here's – oops – one more. Here is what the CareerOneStop homepage looks like. And that is available at CareerOneStop.org. So, CareerOneStop is a comprehensive career, education, and job resource. We are national in scope, but we do serve all 50 states and the U.S. territories. So, you are going to see data like wages or employment projections for state and local areas as well.

We are sponsored by the U.S. Department of Labor, so you can be assured that we offer quality data and reliable resources. And our site and tools are free for you and your customers to use. There's absolutely no cost to use CareerOneStop.

I do want to go ahead and share my screen now because I think the best way to kind of understand what CareerOneStop offers is to look at the live site. So we'll get that situated on the screen for you all.

So here is the live CareerOneStop website, and I think the best way to describe what – kind of the depth of information we offer is kind of look at this main navigation across the top in blue. So those first three sections, again, cover our main content areas: explore careers, find training, and job search. And that's going to cover everything that you would assume, like career profiles and how you make career decisions to the different types of training and how you may pay for that, as well as all those job search tips like how to write a resume, how to put a cover letter together, how to find job openings, everything you'd expect in those content areas.

The next two sections are where we house all of our tools. So, the first one, find local help is going to be where we have all of our workforce service finders. So that's going to cover, you know, getting people connected to American Job Centers, employment and training programs for specific audiences like Native American programs or youth programs. Our community services, like library finders or job help finders. We have finders to get connected to your workforce development, and then unemployment sites in your state.

And then that next section of tools are going to cover all of the content areas. So, everything from career assessments and profiles to training finders, skills matcher, our job, different job finders, wage information, industry information, and then some state and local tools as well.

And then the last section resources for. So, if we've put up any sites or content areas specific to an audience, this is where you would find those.

And I also want to mention right up at the top, we have a link to translate the site in Spanish so all of the content and labels on the site would translate. I want to bring this all the way down to the footer, just to point out a couple of additional things. The second column called our sites, that's – we're going – where some of those specialty portals are going to be and I want to point out two of them, employment recovery and my skills, my future are two of them that we're going to look at today. So, when we talk about those, the links that you would find them are in the quarter. So, I just want to point that out.

Also, we have some great health information, common questions, where all of our data comes from. That's a typical question we get. Our news center is where you could sign up for our blog or get any of our outreach materials.

And then the last link I want to point out is at the very bottom, and that's our Contact us link. So, if you have any questions after today or need to let us know something on the site, you have a question about or needs updating. You can always use that link. That is monitored daily so that is always the best way to get a hold of us after today.

So, we know that this is really quick and doesn't get at the complexity and all of the things on the CareerOneStop website. But later in the presentation, Julie is going to show us the site where you can find a great overview video to learn more about what CareerOneStop offers and to workforce professionals specifically.

So, with that, let's get started with our top 10 list. And our first tool, I think, is not going to be any surprise to anyone, and that's our job finder tool. So that's the first tool that we wanted to share for you for helping people get back to work. And we picked it for our list because it's the one stop shop to find job openings for all types of job seekers.

This is what our landing page looks like. And I would put in my key word for job where I put graphic designer and then where I'd like to search. I'm using Colorado as our example today. But you could put a city or ZIP Code in there as well.

Job posting data on CareerOneStop is from four different sources. The default is always the National Labor Exchange or NLX, and that is co-sponsored by the Direct Employers Association and the National Association of State Workforce Agencies. It's going to be the most comprehensive feed, so it's going to have the most job openings in it. And it's going to include both your state job bank data, as well as openings sent directly from employers.

You can also search for feeds from CareerBuilder, Indeed, and Ziprecruiter. And I'll show you how to do that in just a little bit. Job posting data is updated daily on our site. So, every night we pull in the new data. So, it's updated quite frequently. And I do want to mention for all of the tools that we look at today, there are – there's this box on the left-hand side either called about this data or help. And that's always a great place to go to provide more detail about the tool itself or the data source or sources of the tool. So just a quick note that that's always there to help you.

OK. So, if I put my criteria in and I click on the see jobs here, I'm going to show you what that results page would look like. So, I see right from the start that I have found 677 jobs through the NLX feed for graphic designer in Colorado. I can see in my results I have a job title, the company that posted that job, the location, and then the date it was posted. And I can use this dropdown up here to sort by some of the columns if I wanted to re-sort that data.

I also want to mention at the bottom of our results tables, this is something that's going to be found on all the tools we look at today, too. I always have the option to download my results or a detail page. Now for job finder, since we get this data from another source, we do have some limitations about how many you can download at one time, but that's all spelled out for you right here. And then I can always download in Excel, as a PDF, a Word document, or rich text format. So that's just a nice little feature on all the tools.

OK. So back up to my results. It's possible that this is just too many results to kind of go through. So, I have a lot of different options on the left-hand side to either change my search or filter it. The first component is where I could change that keyword I use to search. I could get – I could change the location or get a little bit more specific with a city or ZIP Code. And then here's the dropdown if I wanted to change that source. So again, if I wanted to change to CareerBuilder, Indeed, or Ziprecruiter, I could do that from right here.

I could also do a new search based on a kind of either a related occupation or maybe that key word kind of fits a lot of different occupations. So, I can refine that search right here. And then I get the options to filter. And this first filter is one that's been very popular during the pandemic and we just recently added it. So, it might be not something that you're familiar with. But what it is doing is filtering out those jobs that have at least one keyword, like virtual, work from home, or telecommute.

So, you can imagine some of our job seekers have a preference to work from home, or for some, it might be more of a requirement. So, this is just a great filter to get those jobs on my list that have that keyword in it. Two things I'll note is that this filter is only for the NLX feed, so you won't see it on the other ones. And then also, we still encourage job seekers to read the description of the job because we know those terms can mean different things to different employers. So, we still need to do our due diligence to make sure it's matching up with our expectations for that work.

I can also see other options on the left-hand side to filter. I could filter by company name, I could get more specific. Again, because I selected Colorado, I might want to get more specific in my location or I could filter by the date it was posted. So, if it was my first time to the tool, I might want to check openings that were posted a while ago, but if I come to it frequently, one or three days back might be enough for me to filter and look at that list.

OK, now back to my list, I want to see what the detail looks like, so I'm just going to click on one of the job title names and here is the detail. So, this will change, too, based on what the employer has provided, but some will provide a good description and responsibilities or qualifications. Some will get into the benefits offered on the job. Again, that will really vary by employer. But then the job detail page will also be where the apply button is. So that will take me out either to the state job bank or the employer who listed that job. So, I can do that right from the detail page. So that is our job finder tool. And with that, I'm going to pass it over to Julie for our next tool.

MS. REMINGTON: Thanks. Our second tool to connect with job openings is business finder. And that is – you're going to find that under the tool kit. If you check out the tool kit and then go to the jobs heading, and it will be under that under that. Under that heading. So, the business finder is on our list because it's an outstanding tool to support a targeted job search. And I bet you've tried to get your customers to do them. I certainly have in my work in career planning. It can be so much more efficient, so much more exciting, so much more targeted and focused. Give people so much better results. But it's kind of tough. It's a tough sell, and I really think the business finder can help make that easier.

So, what is a targeted job search? If you're not familiar with that idea, it puts the job seeker in the driver's seat. They need to clarify the type of organization they really want to look for and then pursue contact directly with that organization, whether there are current job openings advertised or not. So that's what we're focused on here. It facilitates that employer research, the business finder will, narrowing down the organizations that they might want to target in their search.

You can gather some basic information and we'll go ahead and enter the tool in just a minute and I'll show you some of the information you can get. A couple of things I want you to know here. The business finder lists more than 12 million organizations. And I think for reemployment purposes, it's probably easiest to start in that search box where we see keyword or code with entering and occupation is that they are pursuing, the customer is pursuing.

You can also search by industry. That list of industries below will drop down and give you options. So, I think that can help if you don't really know what to call what you're looking for. This can give you some prompts and you can get to the – get to the neighborhood of what you might be looking for and then narrow down and filter results once you're inside the tool. So that can help too.

Then you're going to need a location. And then choose the search. A piece you need to know; this is proprietary, so we license it from Data Axle. You can see over there on the left. That's formerly Infogroup. You might be familiar with that. It is Captcha protected.

So, we'll go ahead and get into the tool and show you some results. For the example we're demonstrating, I used the term accountant, accountants and auditors and I'm looking up in Cleveland, Ohio. I think kind of an interesting point is if you use a ZIP Code for your location search, that gives you the ability to choose your radius for the businesses listed. So, you can choose as close as like a five-mile radius from your ZIP Code.

And I think that can be really helpful for larger cities that have multiple ZIP Codes, to get closer to where you need to be. And I think about folks who use public transportation. I want to really narrow my results if I'm on public transportation to my closest businesses. So, using that radius features would be helpful.

If I use the city like I did here, I will have the opportunity to – or rather, I'm sorry, if I chose a location of a state, I will be able to filter by city. So, there's some different options as you – in terms of how you search.

So, I'm looking here at the results. And you can see that I have found – wow – 9,600 businesses in Cleveland, Ohio, that in some fashion are associated with accountants and auditors. So, I'm going to see my business name on the – on the left of my results section. And I get an address and description, the industry that that business is in, number of employees, and then distance from my search term.

So, you can sort by any of these parameters. I think probably to me distance is one of the most useful, because, again, if I'm wanting to sort for the businesses closest to me, I can do that with the – by clicking on that distance term and then it will give me the option.

One thing I want you to know, and I didn't know this before I started working for websites. Sorting, in other words, clicking on these different parameters on the results, that will just keep all that 9,600 list intact, but put your parameter first. If I want to filter, going to the options on the left, that's going to actually cut my list down.

And especially if you're thinking about downloading or printing your options, you're really going to want to filter to make sure that you don't have a crazy long list with a bunch of irrelevant items on it.

If I'm searching by occupation, and you can see over here on the left, I can go ahead and scan that list of description. Or I find the industry a bit more helpful. If I click on more, that's going to expand my list to all the industries represented. And that's a great place to kind of scan and get a sense of what are the types of industries that these businesses are in associated with accountants. And I might even want to choose those that I'm most interested in. And that will narrow my list down to just those.

Down below, the filter by employees. I'm going to say this is one area where people tend to have very strong ideas, but definitely there's some agnostic folks who could work for any size company. But people really tend to vary. They might prefer that smaller employer. And so, they're going to want to just choose to filter their results by those, a lower number of employees.

I think smaller employers, I think about versatility, that you tend to be – need to be a bit of a jack of all trades because smaller organizations don't have the bandwidth to silo the jobs as much. Might be a lower key environment, might be greater flexibility. Those are some notions associated with smaller employers.

Larger employers, probably more room to advance and grow, might be stronger benefits package. So, these aren't hard and fast rules, but these are some of the associations a lot of folks have. So that's a great filter to choose.

I'm going to go to a detail page next to get you a sense of what you're going to be able to see on each of these businesses. And these vary a bit. In this case, I chose Billings and Company CPA. Once I get to this detail page about a business, there's some new information that I couldn't see previous, and that includes a phone contact, a key contact person, which can be terrific. I can explore connecting with that person on social media or at least look them up, maybe reach out and contact.

I'm going to be able to see a website if they have one. Shockingly, some businesses still don't, but very small organizations, especially, don't. So, I can take that, take a look at that website and use that to go gather lots of information and decide whether they really fit my target criteria for my targeted job search. I can also find when they were established and I can get directions and map from my location. So, lots of useful information to support that targeted job search.

Next tool on our list, the Professional Association Finder. This is one more way to learn about job openings on CareerOneStop. And where do I find it? It's again, under toolkit and I would go under the toolkit and then head over to training. That heading of training, and it will be there on that list.

This tool, we're proud of it. It is unique to CareerOneStop. We have collected and maintained this data and currently we have around 2,500 associations listed. Professional associations, if you're not that into them, they really are a great source to find out about job openings that may not be as widely advertised as on some of these larger job postings and networks. And they can also be a great way, a great way to meet up with the network of people.

Many associations list job postings on their website, and we'll show you in a bit how you can find out about that. And some of them restrict access to members only. So, again, a lot fewer eyes looking.

A second benefit, professional associations are a great networking source. The folks in there are often people who are active in the field, have broad networks. And so, by joining, you can get access to connect with other members around exploring job prospects.

Third benefit, they typically offer meetings, trainings, conferences, professional volunteering opportunities. Currently, that's both online and in person. Probably that way to stay. So, these are a really useful way to develop your knowledge, your working vocabulary. You know, what's the language? What's the jargon? What do people talk about in this field? Contact, develop those contacts.

And I think for people who are in that reshuffling category, who are looking at new career options, this can be a way to start to explore a new career or industry.

I want to make a note, because I think some of us are put off by the membership fee, joining fees, a lot of associations do offer discounted rates for students, for folks in financial hardship or other special circumstances. So don't be put off by that. Encourage your folks to explore that. So that's my sell point on professional associations.

How to use this tool. Really easy, enter the name of an industry and association that you know about, or an occupation. And that will take you to the results page. In this case, I'm going to say with my accountant example, previously. So, here's your results page. It's going to show your list of all the national associations in our database that relate to the search terms.

Knowing that some of these searches are going to generate really long lists, you can narrow those results using those filters on the left, occupation and industry. And that will shorten your list. Here we have a manageable number, 24.

Here is what I was referring to earlier, if I see this career center, I see a checkmark in that column labeled career center. That tells me that that professional association website does do some kind of job posting or other career guidance and you can go out and look at that. So that's a really useful sorting mechanism for prioritizing perhaps the associations you want to look at.

Let's check out one of the associations. Just click on the link of the association name and that will take you out to their site. Here we're looking at the American Institute of CPAs. And you can see in their navigation, that career guidance, that second topic over. So, this is where I would go to check out their job postings. If I explored some, I'm done, this is enough, I can just close out that window and I will go back to my – go back to my results list and you can explore more. And with that, back to Tricia for our next tool.

MS. DAHLMAN: Thanks. So, we're going to pull up another poll question for you. We have another question for you all. And this is really going back to the idea that we presented at the beginning about this reshuffle. And we're curious to know if you are seeing a reshuffle going on with the job seekers you are working with.

So, do they want to change occupations? Do they want to change industries? Are they looking to change both or are you just not seeing that with the people you are working with?

Great. It's great to see all the responses. Thank you for participating. It looks like right now a majority of you are seeing that job seekers are wanting to change, possibly both occupation and industry. So that's great for us to know and really is a good segue into our next tool that I will bring up. So, thank you for those answers.

Our next tool can definitely be used to help someone navigate the current job market with the skills and knowledge that they already have. So, our tool coming in at number four is my skills, my future. And just as a reminder, that was one of those links in the footer of CareerOneStop that you could use that to navigate here, or you could always put myskillsmyfuture.org into your browser window.

So, this is what the home page looks like for this tool. And to start, what I do is I enter a job that I've had in the past. It could be my last job or any of the jobs that I've had in the past where I'd like to see where I could leverage those skills and knowledge areas. So, for this example today, I've put in medical assistant. And when I click on Find My Career Matches, this is the page of results that I see.

And so, these are going to be, in my list are 20 different careers with similar skills and knowledge areas to medical assistants. So right away I see a lot of information is listed to help me kind of compare these matches. And we're going to dig into those details a little bit later when we look at a career profile. But I'll just mention that they're there to kind of help in that comparison.

My results are going to be ordered by best match. So, it's not surprising that I'm seeing other health care occupations on the list, like pharmacy technicians or physical therapy assistants. But I see some other type of occupations, too, you know, maybe somewhat related to health care, health care, or completely different. So that's kind of nice to see that variety of occupations on my list.

One great feature of this tool is I can generate a new list based on some work preferences, and I'm going to do that with this narrow your results button right at the top of the page. When I open that up, I see some options of things I could delete completely from my list. So maybe I have a physical limitation that limits my ability to walk and stand for long periods of time so I could select that item and have those removed from my list.

And you'll see the other categories there. They range in, maybe public speaking isn't for me or I don't want to work outdoors. So, there's just some different categories. And again, when I click on the show results, it's not filtering out those occupations from my list. It's actually generating a new list of 20 matches for me. So, I'm still going to get 20 different careers to consider.

So, by reviewing this list and seeing what might be of interest, I am thinking that speech language pathology assistant looks kind of interesting to me. So, another great feature of this tool is this compare skills link. And when I click on that, what I'm going to get is kind of a quick summary of how – or the main differences between this occupation of interest and my prior occupation of medical assistant.

So right away I can compare the mid-level salaries so I can see speech language pathology assistant earn just a little bit more than my previous job. I can see the skills and knowledge areas these two occupations share, like critical thinking and reading comprehension. And then I can see the gaps between these two careers, highlighting the skill and knowledge areas that people working in my desired job generally need a higher level of than people working in my current job.

So right away, I see the knowledge areas of psychology and English language are higher in the job that I'm interested in than my previous job. And if I wanted to learn more, there's links to find training for this gap. So, any training related to that knowledge area would be listed there. I can also compare the typical level of training between the two careers, again, looking out for training if that was a necessity.

I can see or get some information on license requirements and link out to find licensing agencies for the career of interest. And then the same for certification. So, if I'm still interested in this career and learning more about it, I would go back to my career list page to get more information. And actually, I can do that by clicking in this navigation bar, selected career. And that's going to bring up that career profile, as I mentioned, if I want to get more information.

I decided to enter a state, Arizona, for this profile, just so the labor market information and my profile is updated for that state. And again, like our other tools, I could choose a city or a ZIP Code as well.

So, from this profile page, I can do things like watch a video for this career, if I wanted to see what people do on the job, I could look at that. And those have been updated in the last couple years. So, they really show updated tools and technology that people use on the job. I could read a description. I could also see some preliminary labor market information, like how many people are currently employed in this occupation in Arizona, what the projected annual openings are, and then typical hourly wages and typical annual salary for that career.

I could also from this profile link out to see the job listings and that would go to the job finder tool we were looking at before or to find businesses with the business finder Julie just showed up. I can look at typical training, including any work experience or on-the-job training requirements and then also some typical job duties. So, what would I be doing on the job? And then tools and technology most definitely used on the job. And then also some more general links out to additional information.

So, all of this career profile information helps me to decide whether or not I want to pursue this as a job choice. And again, I could go back to my career matches page and look at other career profiles of interest as well. So, all of the matching data and most of the information, the profile for this tool is based on ONET, or the Occupation Information Network. Labor market is from Bureau of Labor Statistics and a couple of original CareerOneStop sources for the tool as well.

And if you're curious, for this tool to learn more, there is a question mark at the top of the page, and that's where you could go to learn more about what's been shown on the page and then also the data sources. OK, so that is my skills, my future.

So, our next tool coming in at number five is our salary finder. So, many people are familiar with occupation profiles and that includes some wage information like the one we were just looking for, looking at with my skills, my future. But we also wanted to show you a tool today that focuses specifically on wages. And we included this in our top 10 list for today because it can be useful during that salary negotiation phase of job search.

And if I was looking for this tool, I would go in our tool kit under wages and salary finder. So that's where you could find it. This is our landing page. And what I've loaded in here for our search today is graphic designers and I've picked 55101, which is the ZIP Code in St. Paul, Minnesota. And when I load that page and click on Search, this is the chart that will show.

And the first thing I see on this chart are the low, medium, and high annual salaries for graphic designers. And I see it for the Metropolitan or the Minneapolis St. Paul metro area, which is where that ZIP Code matches up to be, as well as a comparison to the United States.

So, for salary negotiations, the salary range can be helpful to get a sense of the range of wages for the career. So, the median is the salary where 50 percent of the workers earn more, and 50 percent of the workers earn less. And while the low end doesn't necessarily reflect starting or entry level wages, it can be a good indicator of what people with lots of experience can earn. So, it's just good to have that range to compare to an offer that I've been given.

I have a couple of options to manipulate this display. I can change it to hourly wages with this link right up here at the top of the charts in case that data is a little bit more meaningful for a comparison. I can also change it to a table view. And that's kind of nice because it adds Minnesota in there for me. So, I can do that comparison of well, and it includes both the hourly wages and annual salaries. So, I can do that comparison right from the table as well.

There's also a map view, if that would be of interest. So, one other thing I want to show you from this tool is this link right at the bottom that says, do you want to compare salaries with another – with other occupations or locations? And if I click on that, it's actually going to bring me to a new tool called Compare Salaries.

But again, I just – we wanted to show this just because it is a way to compare salaries in different locations and not just for the state and national roll-ups that we were seeing on the salary finder tool. And again, or if I wanted to compare easily salaries with different careers. You can compare average salaries for up to five different occupations and five different locations for this tool.

So really quickly, you know, it carried over my graphic designer and 55101 since that's what I was looking at on the salary finder. And I could enter in another location, like – in Minnesota if I was also considering living in Duluth or maybe a neighboring state – if I could spell Green Bay, Wisconsin, we'll put that on our list too. I'm just going to show you what that display looks like.

So right away, I see, again, for my occupation of interest, graphic designers and those three locations that I've selected, the Minneapolis St. Paul metro area, Duluth metro area, and then the Green Bay area. So that's just another nice way to see that. But then, as we were saying, you can also add an occupation. So, let's say graphic designers of interest, but maybe web development is as well. I could use the left-hand box to just modify my search really quickly. And now I'm seeing those three areas again, but for both of those two occupations. So, you kind of get the idea of how you could get up to five occupations in five locations there.

I have the same options to switch between annual salaries and hourly wages so that I could do very quickly. I can also get that table view of my – navigation is getting in the way right there for you. But you can see that I can switch over to that table view and see the low, medium, and high wages in this case.

And I bring it back to chart because I want to show you one more thing of the way to manipulate this. So right now, we're looking at occupations on the left-hand side and the wages in the bar chart. But up here, there's two different options. So, right now I'm looking at compare by location. I could flip that chart and compare by occupations as well, if that was more meaningful to me.

Now I'm seeing those three locations on the left side of the chart and then the two occupations are the bars. So that's just a fun way to show you the different ways that you could manipulate the salary data and get what you're looking for. So, again, while the salary finder is helpful during salary negotiation, this tool could be especially helpful if you're working with someone considering to relocate as well.

For both of these tools, data is collected by each state through the Occupational Employment and Wage Statistics Survey, or OEWS, and that is conducted by the Bureau of Labor Statistics. And those data are updated on CareerOneStop annually. That's it for Salary Finder and back over to Julie.

MS. REMINGTON: Great. I've got the number six tool, and this is another tool to help navigate the current job market, and that is our career and industry report. So, you're going to find this under toolkit. And then for the career report, you'll look under the careers heading and then we've got several reports down there at the bottom. And then industry, the industry heading is where you'll find the industry report.

We're just going to look at a couple of the career reports today. These reports, I think they're so valuable because of how we highlight hiring trends. This is where you can find information about which industries and occupations are growing. How does my occupation look? How does it kind of rate relative to others?

I can search by state or nationally up in your search box. We're going to be looking at national data today. But if I want to search my location and choose my state, that's going to give me a very different set of results. So that's useful information. Let's see, we're going to start with the one that we have up, most openings.

So, what are we looking at on this page? These are the occupations that were expected to have the most openings over a 10-year period. For all of these reports, that's going to relate to 2019 to 2029 nationally. And that's data from the Bureau of Labor Statistics. And for state data, we use information from each state's labor market information office and that – those data are 2018 to 2028.

You probably know this if you use labor market information, there is a time lag on data collection and publication. And so, at this time, numbers for some occupations and industries are going to differ significantly from projections as the economic recovery results, that will shift. But some of this – some of these numbers are going to remain on track very closely.

So as that new data becomes available, of course, we will publish revised numbers. But even now, the data from these reports can really help customers learn valuable information for career planning. We can see on this report we've got a rank and that rate is going to relate to whatever that report's focuses here. Here, it's the most openings, number one, most openings, occupations and other reports that relate to their parameters.

And while we're here, let's just look at those other career reports. Over on the left, you can see the highest paying careers. We have that, we have fastest growing careers, we have declining employment, and we also have largest employment. So those all offer different views on the data.

So, as I'm looking at the report, I'm going to see the occupation title, and that is linked directly to our occupation profile. So, if you get excited about an occupation you see on the left, you're able to click on that and go out to a great deal of detail and information. 2019 employment numbers, that's total employment nationally or from the state that you're selecting. Annual projected job openings.

Earnings, we go from one to four dollar signs to get a relative sense of typical earnings. And then the typical education column relates to the education you need to enter the field in most cases. I can take a look at the filters on the left. I love the typical education filter up on the left. That gives me a chance to select my current level of education and show only those occupations that have a lot of openings that are at my education level. So that can be a way to narrow this list down quickly as well.

Up on the top right, sort by. I can sort this list a variety of ways. It's going to default to the highest number of job openings. That's what you're opening to. I can choose to see the job with the highest earning, that also have a lot of openings, typical education, and so on. I can sort it alphabetically and that way I can look for my own occupation title and see where that rates on this list.

I did just a quick experiment. I think it is pretty fascinating to see how much this differs by state. I took a look at Iowa and farmers and agricultural managers. That's the top openings occupation. I checked out Tennessee just kind of randomly, and that same occupation shows up 47. So, they're really different.

I want to show you another occupation, or rather, career report, and that is fastest growing. And I'm showing you this to kind of help build that picture of trends. As I said, each one of these reports offers a distinct perspective. So, what is this list? It's really the occupations expected to have the largest rate of growth over 10 years.

And so nationally, the fastest growing occupation you can see in position one is wind turbine service technician with a whopping 61 percent change over a 10-year period. That's a lot. That's a lot of change. The other occupations that you see that come up in the first 10 results are in health care. Not a surprise, but health care jobs are growing really quickly. There's another renewable energy and a few STEM careers.

So, this is great information for my career planning. And I want to also say context is so meaningful. How many wind turbine service technicians do you think there are in the whole country? 7,000 as of 2019. So, if you start from a small total number of jobs like that, for that example, even with the 61 percent growth, that number is expected to grow by 4,300 over a 10-year period.

So, this is a really different story. If you take a look, let's go down to number six, home health and personal care aides. That's starting out with almost 3,500,000 jobs in 2019. So, over a 10-year period, even though six on this list, it's going to add over a million jobs. So, it's helpful. The fastest growing is really intriguing. It's a really important factor to look at. But we want to look at – look at these with a critical eye and to put them in context.

So next, industry report, that's our number seven tool. Why is this on our list? It's really valuable to look at industry trends. It's not really glamorous, right? Do you ever have customers coming in saying, I demand to know industry trends? Probably not. Maybe you do. But we found the value of this kind of information illustrated in the pandemic so, so directly.

For example, when the hospitality industry closed down to a large extent. And that reduced many different types of jobs within that one industry. Same notion is true now, is the economic recovery was really accelerated hiring for so many different types of hospitality jobs. So, another reason to look at industry data is that many occupations occur in a variety of industries, like I think about accountants, IT roles, administrative roles, human resources, sales, customer service. Many types of occupations are available in a variety of industries.

So, paying attention to industry trends, that can help me focus my job search on an industry that's really thriving and growing, and take my career skills where that will pay off in my location. I chose this report. This is the highest paying industry because we know how much job seekers are curious to see where the highest paying data are, where the highest paying jobs and so on.

This report lists the industries with the highest average weekly wages. So, they total up all of the wages for all of the occupations within that one industry and then average that out. So, of course, there's going to be a lot of variation within an industry for different jobs, but it gives us a really good comparative view of industries.

And so, scanning this list, we can really conclude we're seeing a lot of financial services categories here. So those industries seem to pay higher wages than others, that's something that we can kind of conclude. We also offer industry report for on the left column. You can see – I can choose fastest growing industries, largest employment, declining employment, and get some more data that way. So, with that. Tricia, please show us the eighth tool.

MS. DAHLMAN: OK, will do. So, coming in at number eight is our certification finder. And it's one of our favorites, just because it's unique to CareerOneStop. And why we included this tool on the list is because it would help when working with job seekers who want to refresh their credentials or move to a different direction during this time.

Like I said, it is unique to CareerOneStop. So, our staff collects and maintains the data and it is updated on a regular basis. So, unlike the other tools that we've looked at today, when I put a key word to do the search for this tool, it's actually looking at certification names, organizations, industry, and occupations. So, it's kind of doing a wider search than some of our other tools.

So, for today, I have put in welder. And this, if I were to click on search, is what my search results page would look like. So right away I found 58 certifications from 13 different organizations related to welder. So right on my list I'm seeing a couple of things. The name of the certification, the organization, and the type.

I want to mention the icons that you're seeing after some of the titles, this chili pepper I'm going to describe in just a second. It's our in-demand indicator, and I'll tell you a little bit more about that. These letter icons correspond to an organization that certification is related to or the organization or program that certification is accredited by. And so those letters correspond to this legend at the bottom. That gives you a little bit more information and then a link to read more specifics.

So, I mentioned there is this column with type. We have five different types of certification: core, advanced, specialty skill, and then one small products/equipment. Now, core and advanced are going to be those that are most related to the occupation that is matched to either that keyword or occupation title you've entered.

Core is going to relate to those certifications with the least amount of prior education or work experience required. And then advanced will require more education. Specialty type is for those certifications that correspond to a specialty within the occupation. Not surprising. So, for example, on our list we see this certified robotic arc welding operator and technician. So that would be a robotic specialty within the area of welding.

Skills is going to be tests that are for basic skills that may or may not be related to a product. And I think CPR is a really good example of that. Occupations may require CPR, but it's not a specific product. And then products/equipment, then, is going to be testing for knowledge about the use of proprietary software or products. And I think like IBM or Cisco are good examples of that.

Now, as always, on the left are going to be the options to redo or filter my search. So, I get first that related occupations in case I wanted to do a new search. And then I get those filter options. And that first one is that in-demand filter. So, what we do is twice a year we kind of look at all the job postings by employers and specifically what they're asking as far as certifications in their job openings. So, we put that chili pepper or that in-demand indicator on those certifications that get mentioned the most by employers in job openings.

Right now, we just updated the chili pepper that you see now is from analysis in April of 2021. So again, what certifications were found in job openings at that time?

OK, so then back up to our list, I want to show you what a detail page looks like. So, I'm going to click on the certified welder page. And what I get is a little bit more of description of what that certification is, the sort of organization, and then some details like are there education and training requirements? Does it require an exam? Do I have to renew, some basic information. Then I can always use that link out to the certifying organization to get more details. So that is our certification finder.

And next to move on to our tool number nine, and that is our state resource finder. And that's going to be located on our employment recovery portal. So again, that you would find that in the footer of the CareerOneStop website, employment recovery. Now, we launched the employment recovery website during the pandemic to provide one-stop access to unemployment and job search resources most needed during the pandemic and employment recovery.

So, what this state resource finder tool is, provides local resources for job search barriers and targeted services. So, they are going to be website resources. In this example, I picked Ohio as our location and this will be what the results look like. So, unemployment insurance was obviously a focus of this site. So that was the first link that we brought up for unemployment insurance in Ohio.

And then to find more benefits, I would open that second section, most states put up a specific website for benefits, specifically for individuals impacted by COVID-19, so we included that state resource link and then also some more general ones. And then we get into those barriers to employment. So, housing links for that state, health care links in Ohio, job search, including the state job bank and the local American Job Center, training and education links, and then links for general career information as well.

So, again, those will help when you need to provide just general website resources. Now, this, this is not a tool we're going to look at today. But I just want to also mention that sometimes we need to refer people to those in-person supports or more direct services. And I want to remind you, if we go back out to the CareerOneStop homepage, there's that whole find local help section to direct people for targeted services.

So, for example, I'm just going to really quickly click on Reentry Program Finder and it's going to remember – or actually, here. We'll just put Ohio back in there again. And just really quickly, I just want to show you, it's found 84 reentry programs in Ohio. So, programs are organizations that offer reentry assistance. It's going to give me the name, the location, some contact information, phone, email, hours it's open. Some of them will talk about if they do virtual or in-person services, so there's just some great information. So, I want to remind you that those are out there as well. OK, so now we'll turn it over to Julie for our last tool.

MS. REMINGTON: We actually have a poll. And for this poll we'd like to get a picture of how you're delivering employment services currently. Are you focused on in-person, on virtual, or some combination of both, mainly in person or mainly virtual?

Shaping up to be a little bit of a focus on a combination of both but mainly virtual, but mainly in-person also is pretty substantial. Thank you. That's really important. That is something that we have not been able to put our hands on. So, this is really useful information for us.

I think that our workforce system has to have so much agility at this point, right, our service delivery has been so challenged over the last year and a half. So, it looks like you are really responding with a lot of agility to conditions as they occur in your area.

I think that that information helps make our last tool really relevant. It's useful for both virtual and in-person services. This is a page of resources that we developed for workforce professionals. As Tricia mentioned in her introduction, at the top, you're going to find that overview video that we created to give workforce professionals a quick tour from their perspective of what's available on the site and how you can use it when working with your customers.

Next down, this webinar series is the previous workforce GPS webinars that we've offered specifically to support delivering virtual services using CareerOneStop material. So, each one has a recorded webinar that you can watch, a PowerPoint that you can flip through, adapt. The user guide is homework assignments very, very step by step for a user to – what information that they should use on each page that we show in order to accomplish the topic that that describes and then the list of Web pages that we used.

So, we've got timing immediate employment is one of our topics there. Job search for new college grads, changing occupations or industries in this great reshuffle, working with folks who have a criminal record or who are currently incarcerated. So, there's some great topics for you to scan.

Additional curriculum. These are really just there for you to adapt for your own use in workshops or job clubs and so on. However, they can be helpful to you. Under the CareerOneStop Resources, we link out to our outreach materials. So, there you can find fliers, brochures, posters, and some other presentations for your youth.

The blog is – we publish that – we write that and publish that inhouse weekly. You can subscribe to it or just check it out. And then our Web API page, that's where you can learn how to link to us or customize our tool for your own website. So that's a great resource. And I don't think I mentioned that is under resourced for in the top navigation. That's how you're going to find it. Resources for, and then click on the career advisor.

As we wind down, we would like to get your ideas for future webinar topics for CareerOneStop. So please take a moment in the poll to give us your thoughts and ideas and plan on seeing us back here with some of the topics that you have in mind that would be especially useful to you around CareerOneStop topics.

We'll give you just a minute to type in some answers. This is really helpful to us. This is great. Terrific ideas. Very helpful, thank you. Go ahead and keep entering, but if something else comes in mind when we close the poll, please go ahead and enter it in the chat. That will continue to be open and we will get all of that information, that will get to us.

We do want to make sure we leave time for questions. So here is our contact information that we wanted to be sure to give you. Keep in mind, Tricia and I genuinely welcome your questions, your thoughts. So, feel free to reach out to us at our contact information that we're going to display. The – this slide is part of today's PowerPoint, so you will be able to reach us even if it disappears before you're ready, but do feel free to reach out to us. And I think with that, we do want to get to your questions and have time for that. So, let's go to questions.

MR. HOUGHTON: OK, Julie and Tricia, thank you very much for an incredibly informative tour a around CareerOneStop. We have roughly 20 minutes and you've got a good set of questions here that have come out through the entirety of this presentation. Tricia, the platform – sorry, Julie, the first question we have is what year is college graduate data from on the CareerOneStop website?

MS. REMINGTON: I was puzzling over where we might have referenced this, because we don't publish college graduate data on the site. We do have a table that indicates how impactful a college degree is on lifetime earnings, but I'm sure that we didn't mention that in the discussion. So, Tricia, do you have an idea?

MS. DAHLMAN: It's possible that they might have been looking at our local training finder, because we do – we do list school name, program name, the length of that program, and then how many graduates came out of that program. And that is from IPEDS, the integrated post-secondary education data system.

I would have to look when we last updated on the site, I don't have that off the top of my head, but I think that's an annual thing that we – oh, here, just scouring the website, it looks like that came from completions, part of the IPEDS, and that was 2018 to 2019 data. That's the only thing I could think of, Julia, where we actually show a graduate number.

MR. HOUGHTON: OK, so Tricia and Julie, let's move on to the next question. Julie, let's stay with you for this one. Is there a way to filter by educational or experience level?

MS. REMINGTON: I know from where that question came in, they were referring to the job finder. So, I think they're asking, can we– can they go ahead and filter jobs by education or experience as well as the next question is by entry level position. Those are not filters that we currently offer on our job finder, but we are in the process of evaluating some options.

MR. HOUGHTON: OK, next question, Tricia, we'll throw it to you. It's regarding the crosswalk between military and civilian skills. Person sends a lot of veterans to our site. And thank you for that. Is there a way, or do we have a military to civilian crosswalk on our website?

MS. DAHLMAN: So the closest thing we would have would be in our jobs section. We do have a veterans job matter. Now it's doing that link underneath. So, you would put in a job that you had in the military or your MOS code, and then it'll match you to civilian careers. It doesn't really explain what that match is based on, which I think is what the question is getting at. It's more, like I said, doing that match underneath. But that would be the closest thing we have that I can think of. Julie, do you know of something else?

MS. REMINGTON: That was my answer as well.

MR. HOUGHTON: OK, I can chime in. At ETA, we sponsor and support a lot of different websites when it comes to labor market information. Another website we offer is called ONET, the Occupational Network. If you do a Google search on the words, my next move for veterans, that website will give you a very detailed list of MOS to civilian or civilian to MOS.

And it also allows you to do some career exploration. For example, if your MOS is infantryman or infantry – sorry – or infantry. You're – the civilian equivalent, almost always comes up as a security guard or police officer, which a lot of guys, if they're in infantry, they don't want that. They want to do something else, both CareerOneStop and ONET will help that person explore other options. But the ONET site, my next move for veterans can help you with that.

So, enough of the commercial for ONET. This question is about apprenticeship, Tricia. Is there apprenticeship training classes for renovation, repair, and painting? Specifically in New York City or frankly, anywhere else?

MS. DAHLMAN: Yeah, good question. Right now, what we do for apprenticeship information is direct people to apprenticeship.gov, which is another Department of Labor website to search for opportunities in their area. So, I don't, unfortunately, know specifically about that class in New York City, but I would encourage you to go the apprenticeship.gov.

MS. REMINGTON: I looked it up. Because I had time. When you go to apprenticeship.gov, go ahead and click on the career seekers tab and that will give you a chance to take a look at current apprenticeships, jobs, and programs. And I did enter your search term, and currently there isn't anything directly available. The one New York apprenticeship actually refers to Puerto Rico jobs that are in Puerto Rico. But that is going to give you a wealth of related options to explore apprenticeships. So, it's really a great resource.

MR. HOUGHTON: All right, thank you. Next question, Tricia, we'll stay with you on this one about remote work. Remote work has become super popular. Can I search for positions that are only remote work on CareerOneStop?

MS. DAHLMAN: Yeah, absolutely. So, I don't know if the person who asked that question saw the job finder tool when we were looking at that. And that one, you would have to start with a general job search and then you can apply the filter for remote jobs only. But the other thing you could do on our employment recovery website is – and actually, if we could, Grace, could we show the live site again, just real quick?

Awesome, thank you so much. We'll just pop that up there. So, employment recovery is that portal that you can find in the – it's not showing the screen I'm showing. That's a little weird. I'm not able to manipulate what you're seeing on the screen. No, I'll just talk it through.

In our in our footer, if you go to the employment recovery portal and click on the homepage, there's a find a job now dropdown. And the second option under that is called remote jobs. And so that's the way that you could just search the smaller pool of remote jobs. So, you can use our main find a job to filter or you can use just the remote jobs that is on that employment recovery portal. Sorry I can't tell you –

MR. HOUGHTON: Can I ask a follow up question? On the live site, you had – you have a search box in the upper right-hand corner. If somebody typed remote jobs in the search box, would they land on that site as well?

MS. DAHLMAN: Let me see. Yes, they would. So, it would give me – it's going to match me with occupation first. But the first search link is remote jobs on the employment recovery website. So, thanks, Don. That's a great tip, too.

MR. HOUGHTON: Right. So just another quick advertisement. The search bar at the very top, right under the Espanol banner is extremely helpful. And in the bottom right corner of CareerOneStop, there is a very cute looking retro computer screen with a headset that is our chat box. So, you can also type in questions to the chat box at the bottom. If you're looking for something like remote jobs or jobs in California or something like that, it'll take you – or point you in the right direction very quickly if you can't find it through our different portals. OK, moving on. The next question, Tricia, is the information also linked to burning glass data?

MS. DAHLMAN: It is not. So, we are not linking out to burning glass right now.

MR. HOUGHTON: But I will say a burning glass does utilize our APIs extensively. Actually, a lot of Department of Labor APIs, to generate some of their labor market information as well. So, some of the information you see on burning glass is generated or is exactly the same as the information here on CareerOneStop. OK, next question, Julie. What about placement rates? I guess this is in regard to helping people get jobs. Do you have any information on that?

MS. REMINGTON: That is something we don't record. We don't have – we don't currently have an account system or any way to track our users' activity. We are introducing a user account in the coming months. So, you can look for that. But we don't have a way to identify placement rates.

MR. HOUGHTON: OK, next question, will all of these answers be sent out after the seminar? We are generating a lot of good information. To answer that question is, yes. Remember, we have all of the URLs that were presented on today's presentation in the file share box, in the lower right-hand side of the screen. And in probably a week or so there'll be the entire transcript of our webinar will be posted online at WorkforceGPS as well. Next question, Tricia, would you be able to filter the salary by level of education or experience?

MS. DAHLMAN: No, that's a great idea, but that is not a feature we have in our salary tools, unfortunately. So that's why we kind of talk about that range and why we like to show the different data points. Again, not a direct indicator of entry level or high experienced wages. But it does give you that range. But great idea, something we can always put in our wishlist. So, thanks.

MR. HOUGHTON: OK, Tricia, let's stay with you for the next question. Would you be able to compare salaries with different zip codes rather than city and state?

MS. DAHLMAN: Yeah, absolutely, that one we can do. So, in that tool where we could put five different locations, that compare salaries tool. You can put five different zip codes and they don't have to be in the same state at all. They can be all over the U.S. So, great question.

MR. HOUGHTON: Tricia, this one's for you. Is there one, I assume website, for working with persons with disabilities? To include youth or a student just out of high school?

MS. DAHLMAN: Yeah, under the resources for, in the main navigation, there is a section for workers with disabilities. It is just kind of our, a collection of specific content resources that we have. But it's a – it's a great place to start to look for that information, for sure.

MR. HOUGHTON: OK, Tricia, we'll stay with you for the next question. May we use and share CareerOneStop information without authorization? And I'm assuming that also applies to the NPRs.

MS. DAHLMAN: So, I believe that the answer would be different. So, API does require a logo and a statement of use, and that is – if you use our API, there's a terms and agreement, and user guide. So that is all outlined, what the requirements of using the API. You can share or reuse data and content that's found on the website. And – but we just ask that you do cite CareerOneStop as a source. And there is in our footer under help, a really good page about how you would do a general citation or an MLA or APA citation. So that is out there in the footer.

MR. HOUGHTON: All right. Tricia, we'll get to you for this one. Is job readiness/soft skill training listed on CareerOneStop?

MS. DAHLMAN: So, we do have – we don't have a great like finder tool for that. We do have some great pages in that find training section of ways to find the short-term training like free and low cost or those kind of skill job readiness training. But it's mostly content pages, I would say. And that, again, would be in our fine training section. You know, Julie has done a lot around this. Do you have more to add, Julie?

MS. REMINGTON: This is an area that we are developing. We will have content, written content on soft skills and job readiness, and we will be developing a series of videos that we're really excited to get into. It's a complex area, right. And it's also somewhat subjective as you take a look at what does that mean? But we're really excited to offer that because it's such a top priority for, especially for, for instance, folks coming out of incarceration or young adults who don't have a lot of work experience, and others. So that is something that we plan to develop. Thanks for the question.

MR. HOUGHTON: OK, Julie, we'll stay with you for the next one person. First of all, apologize, he says, I'm sorry, I missed the tenth tool. What were you providing for the tenth tool in your exhibition?

MS. REMINGTON: OK, well, first, I'm impressed that you were taking notes. Well done. The tenth tool is the career advisers page. You can find that under the resources for tab in our navigation up on top. If you click on resources for, you'll see that that menu drops down. I don't know if you can show that right now, but the option is career advisers. So, it's just a single page of resources that we developed for workforce professionals.

MR. HOUGHTON: And Tricia, this one's for you. Will CareerOneStop offer the opportunity for people to create a free profile on the site so that information can be saved?

MS. DAHLMAN: I feel like maybe somebody planted this question because I love this one. Yes, we are going to have this option and it is in development right now and we couldn't be more excited about it. This is something we've wanted on the site for a long time. And you're correct, it will be free. It will be a user account. And so, people will be able to save and share their information from CareerOneStop.

MR. HOUGHTON: Great. OK. Next question, are you – I'm assuming Tricia and Julie available for a presentation to our youth committee on the usage of this site?

MS. DAHLMAN: Yeah, I can take that. I would – I would say we're definitely interested. You know, doing webinars and virtual presentations have become a lot easier these days. So that's definitely something we can talk about. If there's something we already have done that you can leverage or if it's something new you would like. So, I would just encourage you to use our contact information or that contact us link on the site and we can work something out.

MR. HOUGHTON: All right, the next question. Number 32, Julie, can you show where you pulled up the remote jobs again, or post the link?

MS. REMINGTON: Great. Yeah, absolutely. Grace will post that in our – I'm not sure where she's going to post it, but she's magic. But you can find it under that – if you go down to the footer, click on employment recovery. It's in that site. Oh, and Grace is letting us know that she did post it in the chat. You should be able to see the link that we're about to show you. The employment recovery site, there is find a job now tab in the navigation and then you'll select remote jobs. So that might sound a little bit tricky without being able to see it, but you do have the link right there in your chat.

MR. HOUGHTON: OK. Well, we are out of questions and we are almost out of time, so if – we'll take another minute, if there are any more questions, we'll get them in the chat and read them aloud. However, in the meantime, first of all, Grace, thank you very much for your behind-the-scenes work. I know, as always, initially, people are having a hard time either connecting or getting audio. And thank you for resolving those issues.

Mike, I'm sure your fingers are on fire from answering a ton of questions that have come up to the chat. And Julie and Tricia, as always, an outstanding presentation. And thank you very much.

So, I don't see any more questions coming in. OK. All right, so Grace, if it's okay with you we will end a couple minutes early. So, I will flip it back over to you, Grace. Thank you.

MS. MCCALL: All right, sounds good.